

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM



0000142388

Investigator: Jenny Gomez

Phone: . . .

Fax: . . .

Priority: Respond Within Five Days

Opinion No. 2013 - 108505

Date: 2/13/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Ruben

Castillo

Account Name: Ruben Castillo

Home: (

Street: . . .

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is: E-Mail

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: . . .

Contact Phone . . .

Nature of Complaint:

*****DOCKET NO'S W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****

OPPOSE RATE CASE

The water quality in Willow Valley is the poorest in all of Mohave County. The water pressure often times is poor, coffee in color, reeking of sulfur and extremely hard. It is so hard that it leaves spots on all dishes, discolors clothes and forget about washing you car; it leaves water spots so bad you often have to use bottle water as a final rinse. Most of all you can not drink the water, bottle water is a must.

I wouldn't mind paying a little more if the quality was better; however I don't see any Justification in raising the current rates by 73.9%. Most of us in Willow Valley are retired on fixed incomes and can not afford these ridiculous rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

DOCKETED BY

LSM

Date Completed: 2/13/2013

Opinion No. 2013 - 108505